

## SHANIKA R. HEYWARD

(317) 531-1229

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**Objective:** Seeking to build a career as a Public Service Librarian to assist patrons in finding authoritative information for personal and professional purposes. As a person of keen judgment with a record of integrity and dependability, my desire is to leverage my education and experience toward building community partnerships, effective programs and a successful career in Library Science.

### Academic Background

Master of Library Science with the Library Technology Management emphasis from Indiana University-Purdue University, Indianapolis, IN; School of Library & Information Science (May, 2010)

BS in Psychology from Martin University, Indianapolis, IN (May, 2007)

### Skills

Give instructional guidance to patrons, including use of online databases and online catalog.

Analyze users' needs to determine what information is appropriate; provide necessary assistance to enable them to search for and obtain requisite materials in a timely manner.

Exceptional ability to develop and maintain successful working relationships with management, co-workers, patrons and community partners.

Excellent typing, data entry and correspondence skills.

Teachable, trainable and quick learner.

### Employment History:

Job Title: *Processing Assistant III* Years employed (1999-Current) *Indianapolis-Marion County Public Library*

Check materials against proper purchase orders.

Receive and process incoming library materials.

Exceeded expectations to meet monthly quotas in processing and receiving.

Job Title: *Library Clerk II* Years employed (1996-1999) *Indianapolis-Marion County Public Library*

Patron Inquiry.

Bibliographic/Item Inquiry.

Check-in/Check-out Patron Materials.

Job Title: *Summer Intern* Years employed (1996) *Indianapolis-Marion County Public Library*

Assist with Summer Reading Club.

Check-in/Check-out Patron Materials.

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**Professional Volunteer Experience:**

Job Title: *Foundation Collection Supervisor (2008-2009) Indianapolis- Marion County Public Library*

Helped train new team members regarding how to search online philanthropic databases (Foundation Directory Online & Foundation Directory Online for Individuals).

Developed, planned and coordinated grant workshops for patrons at Central, Brightwood and Haughville branches.

Instructed individuals regarding philanthropic information using Foundation Directory Online Databases.

Compiled lists of books, periodicals, articles and audio-visual materials on philanthropy; analyzed collection; recommended books for purchase.

Networked with national, state and local community leaders to build effective partnerships and attended monthly meetings to promote IMCPL's resources and programs.

Attended regional Cooperation Collection Supervisor training in New York City (2008)

Job Title: *Instructor Foundation Collection (2004-2007) Indianapolis-Marion County Public Library*

Taught groups of approximately 8-15 people how to search Foundation Directory Online Databases

Took patrons on tours of the Library Foundation Collection; taught patrons how to use the Reference Department's grant materials.

**Awards**

Laura Bush 21<sup>st</sup> Century Librarian Fellow; Cohort#1

*Federal Grant from the Institute of Museum & Library Science*

**Beta Phi Mu** -- *International Library and Information Science Honor Society*

**Professional Affiliations:**

American Library Association

Indiana's Librarians Leading in Diversity (I-LLID) Project

Indiana Library Federation

Indiana Black Librarians Network

**Technology Integration:**

Online Catalogs

Online Licensed Databases

Internet/ Blogs

Microsoft Office

**References:**

- Available upon request